



# 7492X<sup>Q&As</sup>

Avaya Aura® Call Center Elite Support Exam

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### QUESTION 1

To enable a Best Services Routing (BSR) tie strategy, when the Alternate Selection on BSR Ties determines how BSR chooses which agent, skill, or location to select, which two administration forms need to be administered? (Choose two.)

- A. On the Feature Related System Parameters screen verify the BSR Tie Strategy field.
- B. On the VDN form, verify BSR Tie Strategy field.
- C. On the Hunt Group form verify BSR settings.
- D. Verify Suppression Timer is set correctly in the BSR application plan.

Correct Answer: AB

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### QUESTION 2

A customer uses the quick installer to install the core applications for their Call Center Elite Multichannel system.

Which three core server applications require manual configuration during the installation process? (Choose three.)

- A. Media Director
- B. Call Routing Server
- C. Interaction Data Server
- D. Web Chat for IIS
- E. Email Media Store

Correct Answer: ABC

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### QUESTION 3

Refer to the exhibit.

**SENDING SWITCH:**

VDN (extension=1080 name="New York Office" vector=80)

**Vector 80:**

1. wait-time 0 secs hearing ringback
2. goto step 12 if calls-queued in split 1 pri m > 5
3. queue-to split 1 pri m
4. announcement 3580
5. wait-time 6 seconds hearing music
6. route-to number 913035661081 with cov n if unconditionally
7. check split 2 pri m if calls-queued < 5
8. wait-time 6 seconds hearing music
9. announcement 3581
10. wait-time 60 seconds hearing music
11. goto step 6 if unconditionally
12. busy

**RECEIVING SWITCH:**

VDN (extension=1081 Name="Denver Inflow" Vector=81)

**Vector 81:**

1. wait-time 0 secs hearing ringback
2. goto step 8 if calls-queued in split 3 pri |>10
3. wait-time 0 seconds hearing music
4. queue-to split 3 pri h
5. announcement 3582
6. wait-time 60 seconds hearing music
7. goto step 6 if unconditionally
8. disconnect after announcement none

You configured vectors in your New York and Denver locations to use Look Ahead Interflow. You want your New York location to interflow to your Denver location if the Denver split has less than 10 calls in queue. After setting vectors in the exhibit you find that calls are interflowing to Denver.

What would cause calls to interflow to Denver?

A. The wait-time command in step 3 in Denver is considered a call acceptance command and allowing calls to interflow



- B. The wait-time command in step 1 in Denver is considered a call acceptance command and calls to interflow
- C. The route-to number command in step 6 in New York is allowing calls to interflow to Denver
- D. Step 8 in Denver should be a busy command

Correct Answer: C

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#### QUESTION 4

Which three server applications can be duplicated to provide a level of redundancy? (Choose three.)

- A. Integrated Data Server
- B. Application Management Server
- C. License Director Server
- D. XML Server
- E. Media Director

Correct Answer: BCD

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#### QUESTION 5

A customer has calls coming into their contact center constantly. They do not want their customers to be waiting long before their call is answered, even if it is answered at a different site. Which two features should be used in the vectors to ensure that all calls are answered in a timely fashion? (Choose two.)

- A. Network Call Redirection
- B. Look-ahead Interflow
- C. Virtual Outflow
- D. Enhanced Look-ahead Interflow

Correct Answer: BD

Reference: <https://downloads.avaya.com/css/P8/documents/100081982> (9, 10)

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#### QUESTION 6

A customer reports that they received the message 'Tserver Link Up\\'. What should you advise them to do?

- A. Connect the Tserver to establish the link between the Tserver and the Communication Manager
- B. Check that the Tserver details are correct and AES Server is running
- C. Check the License Director configuration and ensure that the service is running



D. Nothing. This is just a message indicating the specified link is established

Correct Answer: B

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### QUESTION 7

A customer has Avaya Communications systems located in Detroit, Chicago and Denver. All three systems are connected via ISDN Tie trunks. The customer is implementing multi site Best Services Routing (BSR) to intelligently compare resources and find the best call center to service their calls. Status polls from the Denver location to Detroit consistently fail. What are two reasons that could be the root cause for this failure? (Choose two.)

- A. The trunks that tie Denver to Detroit are not Distributed Communication Systems (DCS+) or QSIG.
- B. The agents in Detroit are all in auxiliary work mode.
- C. There is no Best Service Routing application for the active Vector Directory Number (VDN).
- D. The Expected Wait Time for the skill in Detroit is being suppressed.

Correct Answer: AB

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### QUESTION 8

What property of the SET command makes the command unique when dealing with variables?

- A. The SET command allows variables to be manipulated using arithmetic and string operators
- B. The SET command allows you to place calls in a particular queue
- C. The SET command allows a group of variables to follow a specific pattern
- D. The SET command reassigns variables to new values during the process of a vector

Correct Answer: A

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### QUESTION 9

Which two vector variable types are strictly global in scope? (Choose two.)

- A. stepcnt
- B. dow
- C. value
- D. ani
- E. collect

Correct Answer: CE

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### QUESTION 10

How can an installer identify if a customer has the Call Center Elite package?

- A. Check the System-Parameters Customer-Options Form and look for the "Call Center Elite" field.
- B. Check the Feature-Related System Parameters and look for the "Call Center Elite" field.
- C. Check the System-Parameters Customer-Options Form and look for the "EAS" field.
- D. Check the System-Parameters Customer-Options Form and look for the "Vectoring (3-0 Enhanced)" field.

Correct Answer: C

Reference:

Programming Call Vectors in Avaya Aura™ Call Center 6.0 Page 205

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### QUESTION 11

A call center supervisor is trying to initiate an emergency condition by using FAC. After required FAC, a busy signal is returned.

Which three reasons are causing this problem? (Choose three.)

- A. The variable associated with emergency is not defined.
- B. The COS-group of the telephone set Console Permission disabled.
- C. The COS group of the telephone set has Priority Calling disabled.
- D. The FAC Vector Variable (VVI-9) Is not defined.
- E. The VDN variable VI-9 Is not set.

Correct Answer: ACE

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### QUESTION 12

A Call Center Elite installation handles approximately 50 calls per hour using 30 agents. You want to expand the Elite installation to double the capacity of calls with 20 agents in another city. Which type of installation should you use when installing a remote Call Center Elite instance?

- A. Use quick installation of all components
- B. Use manual installation of all components
- C. Use manual installation of a few components
- D. It does not matter which installation method you choose



Correct Answer: C

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### QUESTION 13

With consideration to the Avaya Global Support Services troubleshooting methodology, which step is most important when developing a hypothesis for troubleshooting software?

- A. Implementing corrective actions
- B. Choosing corrective actions
- C. Recognizing the problem
- D. Determining the triggers

Correct Answer: C

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### QUESTION 14

A customer has SLM in their contact center deployed, but would now like to add the Business Advocate feature to increase staffing automation, so that the supervisor can spend more time coaching their agents. Which statement is true?

- A. Business Advocate can exist with FAS enabled.
- B. SLM can exist without EAS enabled.
- C. The Business Advocate feature and SLM cannot co-exist on the same system.
- D. The Business Advocate feature can run on the same system that has SLM configured.

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/100171600> (p.9)

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### QUESTION 15

A customer wants to use the TTrace application on their desktop to monitor remote servers. Is this possible?

- A. Yes, the customer can use the TTrace Server, the configuration should be installed on the server and the TTrace console on the client desktop
- B. Yes, the customer can use their desktop to monitor the call center server after they install the TTrace tool on their desktop
- C. No, the customer must use the TTrace application from another server
- D. No, the customer must use the TTrace application on the server where it is running

Correct Answer: B



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